

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0162334	10. Budget Program Number 22111
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Administrative Officer	
3. Division FS	12. Proposed Class Title	
4. Section CSS	13. Allocation	
5. Unit	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Topeka County SN	15. By Approved	
7. (Circle appropriate time) Full Time <input checked="" type="checkbox"/> Perm <input checked="" type="checkbox"/> Inter Part Time <input type="checkbox"/> Temp <input type="checkbox"/> %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM am To: 5:00 AM/PM pm	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

The position provides support services for the Director and Central Office attorneys with the administration of the Kansas Child Support Services program. Employee must be very knowledgeable of CSS policy and procedures and will monitor issues that come to the Director and Attorneys. This position will handle complex problems, situations, and public contact. This position's work will free the Director and Attorneys to focus on critical demands by performing a variety of administrative support functions under minimal direction. They must be able to work independently and prioritize well. They will be responsible as for liaison and public relations assignments which include contact with the public, officials, and top-level management. The person in this position must have substantial child support knowledge and experience in the use of the KAECSSES system, the Kansas Payment Center system and website, and other DCF internet and intranet sites.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Melissa Johnson	Title: Senior Attorney	Position Number: K0162522
Who evaluates the work of an incumbent in this position.		
Name: Melissa Johnson	Title: Senior Attorney	Position Number: K0162522

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Work is performed under the general direction of the Senior Attorney within established federal and state laws, rules and regulations, and agency policies and procedures. Work is controlled with occasional review by and reporting to the Senior Attorney, Director and other management staff. The work requires initiative, discretion, and the ability to make independent judgements regarding the urgency of a situation and/or its sensitivity. Policy and standing instructions are often complicated or technical in nature, requiring careful interpretation.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
(X) Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

1. 20% E

PROCESS INCOMING LEGAL DOCUMENTS

Serves as the primary CSS Central Office contact to receive and process incoming legal documents served on the program. Reviews and evaluates incoming documents involving bankruptcies, foreclosures, tax liens and attachments, and other similar issues to determine level of CSS involvement and necessity of responsive action. Updates the KAECSSES system with information contained in the legal documents. Identifies the appropriate program or agency staff for routing of the various pleadings and notices to ensure timely response and that necessary action is taken. Has substantial responsibility to limit potential agency liability and potential loss of assets available to satisfy debts owed to agency or program customers. Work involves interpreting CSS Program information and the analysis of raw data to determine next step. Monitors to ensure all documents are appropriately and timely handled by State and Contract staff.

2. 20% E

CUSTOMER SERVICE LIAISON

Serves as the primary CSS Central Office contact for customer service issues and inquiries from DCF Office of Customer Service, legislative officials or staff, the Governor's office and the Federal Regional Office of Child Support Enforcement. Coordinates appropriate responses and determines the appropriate CSS staff to involve in the process, insuring that the issues are addressed respectfully, timely and thoroughly. Work involves interpreting CSS Program information and the analysis of raw data to determine next step. Monitors to ensure all inquiries are appropriately and timely replied to. Works closely with management to determine correct response and follow-up needed.

3. 30% E

COMMUNICATION/DOCUMENTATION

Answers inquiries from the public, agency staff and government officials based on information in the computer system and the paper file. Provides information in a courteous manner. Provides clients with information regarding available CSS services and refers customers to appropriate agency or staff member. Documents contacts, activities, and specific information in a timely, clear and factual manner on specified forms when required, in electronic systems, and in all correspondence according to program format requirements in order to provide verification, evaluate quality of services rendered, to justify any action that is taken and to determine the likelihood of participant need for further services. Excellent writing and communication skills while always maintaining appropriate confidentiality. Prepares correspondence for executive review and signature.

4. 10% E

COORDINATION

Coordinates program planning and office workflow with CSS Central Office staff in order to assist in determination of appropriate activities to be performed and providing input when necessary. Coordinates activities and shares information with other areas. Coordinates activities and contacts between CSS and various CSS Contractors, including those providing enforcement services, the Kansas Payment Center, and the Child Support Call Center. Completes and disseminates reports for documentation of decisions, actions taken, and next steps.

5. 15% E

REVIEW/OVERSIGHT/MONITORING

Responsible for review, oversight, and monitoring of documents being sent to our Federal and other partners. They advise other department heads and executes administrative policies at the direction of the Director. Must have significant child support experience to understand and be able to review, provide oversight, and monitor child support issues.

6. 5% E

OTHER ASSIGNED DUTIES

The Administrative Officer attends, takes notes and participates in meetings scheduled by the Senior Attorney, CSS Director or other management staff. Maintains various statistical data and provides reports to the Senior Attorney, Director and other management staff as requested. Completes other special tasks as assigned by the Senior Attorney or Director. Position receives minimum daily supervision and may be subject to only periodic checks. This person must be friendly in their interactions and work well with others.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Errors may cause major program failure, with the program being unable to meet federally required mandates which can consequently result in fiscal sanctions to the Agency. Errors in judgement could result in losses of agency staff time and resources. Failure to identify problems correctly could result in the breakdown of efficient and effective delivery of CSS services. Failure to timely complete some tasks can also create a risk of revenue loss to the state of Kansas and/or persons receiving program services.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Frequent contacts are made with the public, other state employees, and government officials. The purpose of the contact is to educate, influence, motivate, request information, or provide information. The goal is to reach a common understanding or solution to issues when the information is sensitive in nature or the individuals or groups are skeptical or uncooperative. Communication techniques and well developed communication skills become important requirements for this position.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position must deal with hostile non-custodial parents who are upset with the agency's actions against them, or with custodial parents who do not feel the agency is working their cases timely or correctly. The work environment involves normal everyday hazards or discomfort typical of offices, meeting, and training rooms, comfortable levels of temperature, ventilation, lighting, and sound inherent in the work environment. Exposure to deviations from pleasant environment conditions is only occasional. Likelihood of injury is remote.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Personal computer will be used daily for accessing information on the KAECSSES computer system, viewing agency and KPC websites, exchanging information through e-mail, word processing and for research purposes. Significant usage of Microsoft Outlook in emailing, scheduling and managing appointments on calendars. Copier, telephone, fax, scanner and calculator will be used significantly each day.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Four years of experience in general office, clerical, or administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Experience in child support services and with the KAECSSES computer system.

Experience dealing with internal and external customers.

Bachelor's degree in a related area.

Broad knowledge of all DCF programs, the courts, and the Kansas payment Center.

Education or experience in legal proceedings and/or principles pertaining to enforcement of debt collection.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work requires light physical exertion. The employee may be required to perform handling activities with lightweight or easily moved items (e.g., books, file folders, boxes of office supplies, small machine parts, etc.) and taking those items to others for sign-off or information; perform moving activities for brief periods; operate light equipment; perform repetitive motions for brief periods. Prolonged, daily use of a computer may be related to some physical discomfort and eye strain.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date